



Date: May 28, 2020

To: Community Living Assistance and Support Services (CLASS) Program
Case Management Agencies (CMAs)
CLASS Program Direct Services Agencies (DSAs)
CLASS Program Financial Management Services Agencies (FMSAs)

Subject: Information Letter No. 20-25 New Computer-Based Training on
CLASS Policy and Processes – **Effective June 1, 2020**

Effective June 1, 2020, requirements for a new computer-based training, [CLASS Policy and Process Training](#), are being implemented by the Texas Health and Human Services Commission (HHSC) to ensure compliance with performance measures and assurances to Centers of Medicare & Medicaid Services (CMS). This new computer-based training provides guidance to Community Living Assistance and Support Services (CLASS) Direct Services Agencies (DSAs) and Case Management Agencies (CMAs) on how to successfully develop, complete and submit required paperwork to HHSC for review. This includes:

- Submission of enrollment, renewal, revision, termination and transfer individual plan of care (IPC) packets;
- Suspension requirements and submissions; and
- Packet submission standards, including:
 - ▶ completing forms; and
 - ▶ common mistakes.

This new computer-based training does not replace the in-person CLASS Provider Training provided bi-annually by HHSC as required by Texas Administrative Code¹ and CLASS Provider Manual².

¹ [§45.704 Training of CMA Staff Persons and Volunteers](#); and [§45.804 Training of DSA Staff Persons, Service Providers, and Volunteers](#)

² [CLASS Provider Manual Section 2121 Initial Training for Staff with Direct Contact](#); and [CLASS Provider Manual Section 3121 Initial Training for Direct Contact Staff](#)

HHSC has added a new [Appendix XVIII](#) to the [CLASS Provider Manual](#). The new appendix provides guidance regarding the requirement for CLASS CMAs and DSAs to train case managers and program directors by completing the [CLASS Policy and Process Training](#) located on the [HHSC Learning Portal](#). Starting June 1, 2020, all CMAs and DSAs must ensure those persons indicated complete and receive a score of at least 80% on the CLASS Policy and Process Training Final Test.

The computer-based HHSC CLASS Policy and Process Training and Final Test must be completed:

- no later than August 31, 2020 and annually thereafter for all case managers and program directors; and
- before a new case manager and program director assume job duties and annually thereafter if the person is hired on or after June 1, 2020.

If you have any questions about this Information Letter, please contact [CLASS Policy@hhsc.state.tx.us](mailto:CLASS_Policy@hhsc.state.tx.us).

Sincerely,

[signature on file]

Michelle Erwin
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